INSTRUCTIONS FOR USING THE IVR



Worker	Worker ID

Inst	Instructions to download the AuthentiCare Mobile Application to your Mobile Phone		
1	Make sure your provider agency has "mobile-enabled" both the agency and you as a worker.		
2	For Android: From your mobile phone, download the AuthentiCare Mobile Application from the Google Play StoreOR		
	<u>For iOS</u> : From your mobile phone, download the AuthentiCare Mobile Application from the Apple App Store.		
3	Read the terms and conditions, then select the acceptance check box. The terms and conditions must be accepted prior to downloading the App to your mobile phone.		
4	Tap the download button to download the App to your mobile phone.		
5	The first screen requires you to enter a setup code. The setup code designates in which environment you will be working (Live/Production or Test/Training). Enter the Setup Code and tap Configure.		
	Production Setup Code = AlabamaPRD (OR Training Setup Code = AlabamaCAT)		
6	After entering the setup code and selecting Go, you will be taken to the login screen where you will locate the phone's Device ID.		
7	Select the <i>information</i> button (the i with the circle around it) while on the application's login page > look for the Device ID at the bottom of the screen. The provider will need this Device ID to enter on your Worker Entity Settings page in AuthentiCare.		
Instructions to Check-in on your Mobile Phone			
1	Once you are at the client's home, touch the AuthentiCare App on your mobile phone.		
2	Enter your worker ID and Password and tap Login.		
3	Tap the "Manual Check-in" icon. Verify the client's name, address and location to be served, select the service that you will be performing (<i>if required</i> , enter the mileage and travel time) and tap Submit Check-In.		
4	You will be taken to a check-in was successful screen.		
	The screen will immediately be able to perform a check-out or you may return to the main Visits screen by tapping the "AuthentiCare Mobile" icon in the upper left screen. The visit status will change to "Pending Check-Out."		